

# Exhibit H

*Claim Chart – '220 Patent*

## US Patent 6,684,220 Versus Lenovo Customer Relationship Management (CRM) Platform

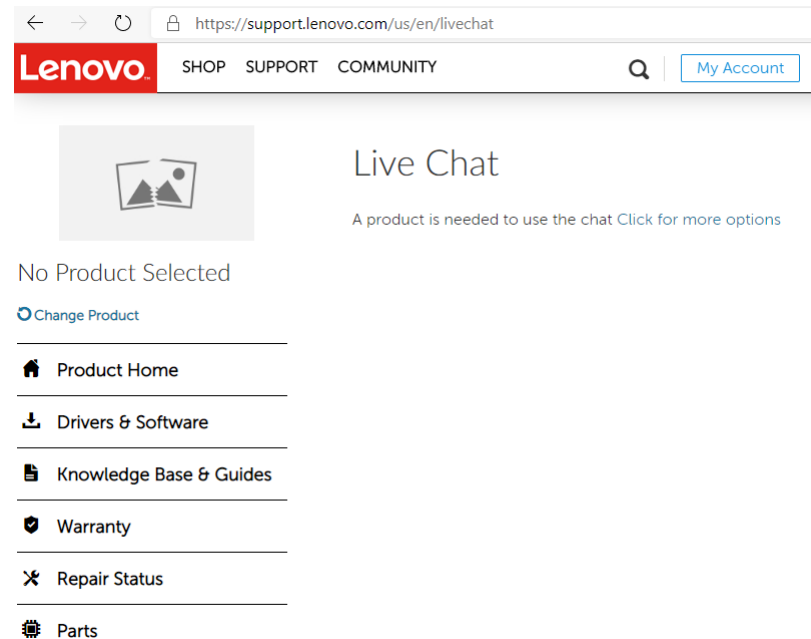


Lenovo Group Ltd. is a Chinese multinational technology company with headquarters in Beijing, China and Morrisville, NC. It is the world's largest personal computer vendor by unit sales, with annual sales revenue that exceeds \$43 billion.

Lenovo operates customer service centers in over 40 countries and more than 40 languages; their 6,000 agents serve both personal consumers and enterprise users. The Genesys Engage™ solution supports online shopping, product consulting, order processing and payment checking, as well as various hotlines for post-sale services.

In 2007, Lenovo equipped their global contact centers with the Genesys Voice Platform, which integrates TDM with Genesys T-server. In 2014, they upgraded their legacy systems throughout Asia, Europe, North America and South America to Genesys SIP solutions. And, in 2017, Lenovo implemented Genesys solutions to integrate mobile apps and web chat with mobile call back capabilities throughout their facilities in China.

Over the years, Lenovo implemented several Genesys solutions, including callback, IVR mobile engagement and the Gplus Adaptor for Salesforce/SAP CRM. Lenovo also uses Genesys Interactive Insights for reporting the Interaction Workspace for disaster recovery and Genesys Pulse to obtain real time contact center statistics.



1. A system for automatic information exchange, comprising:

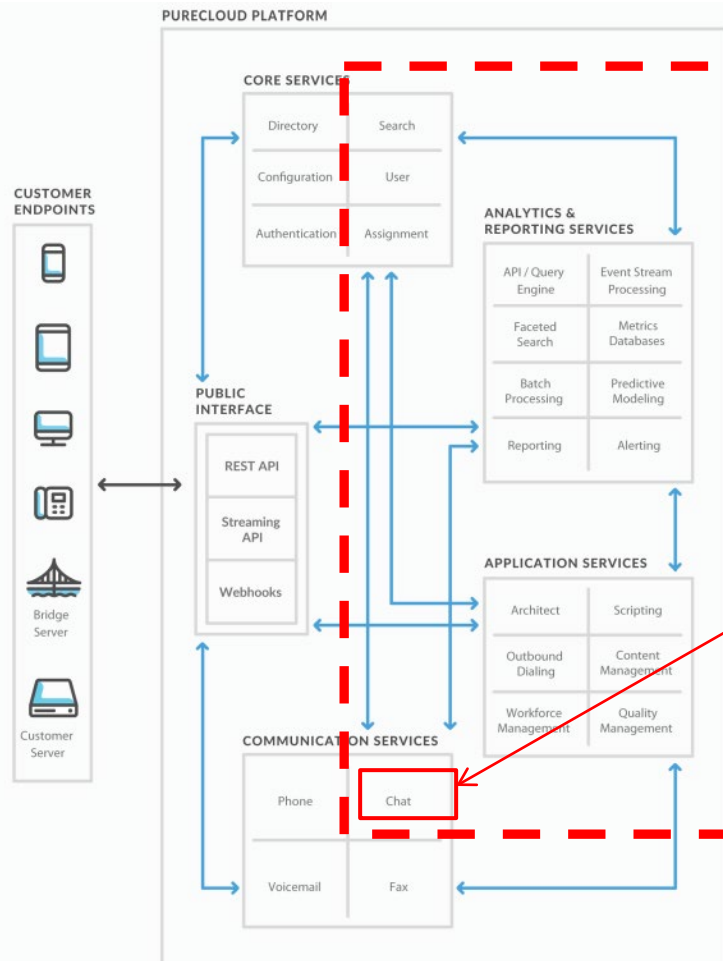
a processor;

an information source coupled to the processor and operable to store a model, the model comprising a plurality of objects, each of the plurality of objects comprising an input variable and an output variable; and

a loading engine residing in a memory and executable by the processor, the loading engine operable to automatically create object links between corresponding input variables and output variables of each of the plurality of objects.

*Preliminary Claim Chart Showing Infringement of Claim 1 of the U.S. Patent No. 6,684,220 by Lenovo***Claim 1**

1. A system  
for automatic  
information  
exchange,  
comprising:

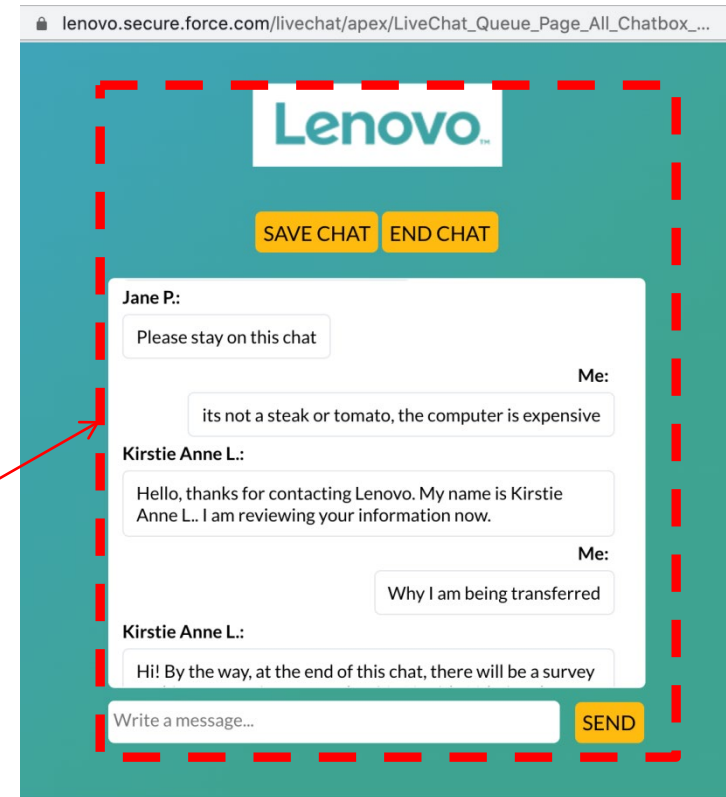


<https://help.mypurecloud.com/articles/microservice/>

PureCloud Platform

GENESYS

<https://forums.lenovo.com/topic/findpost/25/5019620/5067565>



## Claim 1

a processor;

<https://help.mypurecloud.com/articles/edge-operational-states/>

Edit

Update Version

Provision New Edge

Put In-Service

Take Out-of-Service

Refresh

<input type="checkbox"/> Edge Name	▼ State	Edge Group	Site	Software Version
<div>Filter by Edge Name</div>		<div>Filter by Edge Group</div>	<div>Filter by Site</div>	
<input type="checkbox"/> <span>●</span> virtual-edge-i-026	In-Service	PureCloud Voice - AWS	PureCloud Voice - AWS	1.0.0.8660
<input type="checkbox"/> <span>■</span> virtual-edge-i-073	Out-of-Service	PureCloud Voice - AWS	PureCloud Voice - AWS	1.0.0.8662
<input type="checkbox"/> <span>●</span> virtual-edge-i-091	In-Service	PureCloud Voice - AWS	PureCloud Voice - AWS	1.0.0.8662

You can also check an Edge's State value on the Information panel that appears on the General tab of the Edit Edge page.

Cloud Connectivity
Inactive
Restart Edge

Edge State
Out-of-Service
Put Edge In-Service

Managed By
Provider Only

External Trunks
Operational

Phone Trunks
Operational

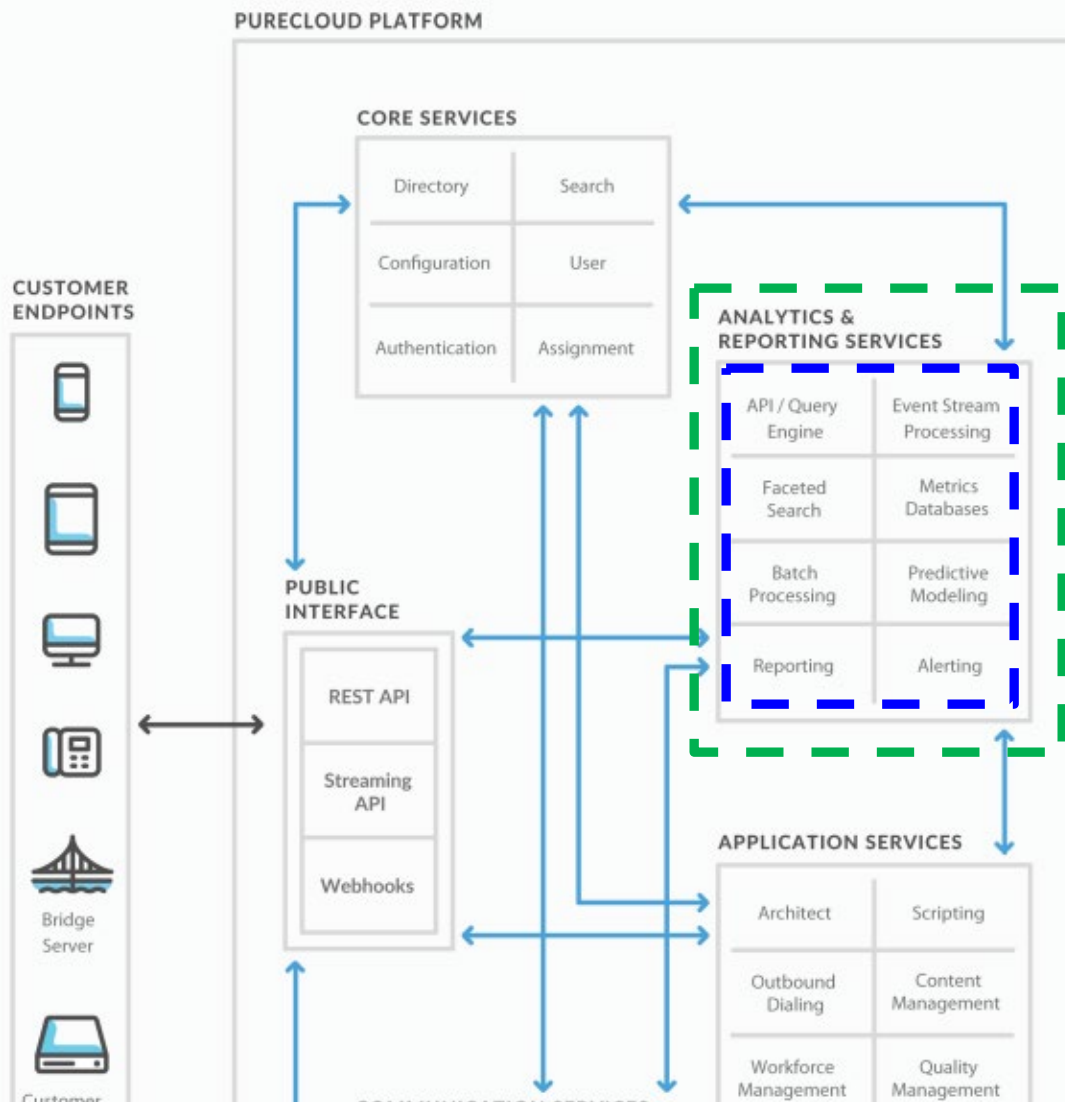
Software
1.0.0.8662
Unpair Edge

Metrics
Inbound Calls
0
Outbound Calls
0
CPU Usage
1 %
Memory Usage
2.4 %
Storage Usage
8.1 %

*Preliminary Claim Chart Showing Infringement of Claim 1 of the U.S. Patent No. 6,684,220 by Lenovo*

## Claim 1

an  
information  
source  
coupled to  
the  
processor  
and operable  
to store a  
model,

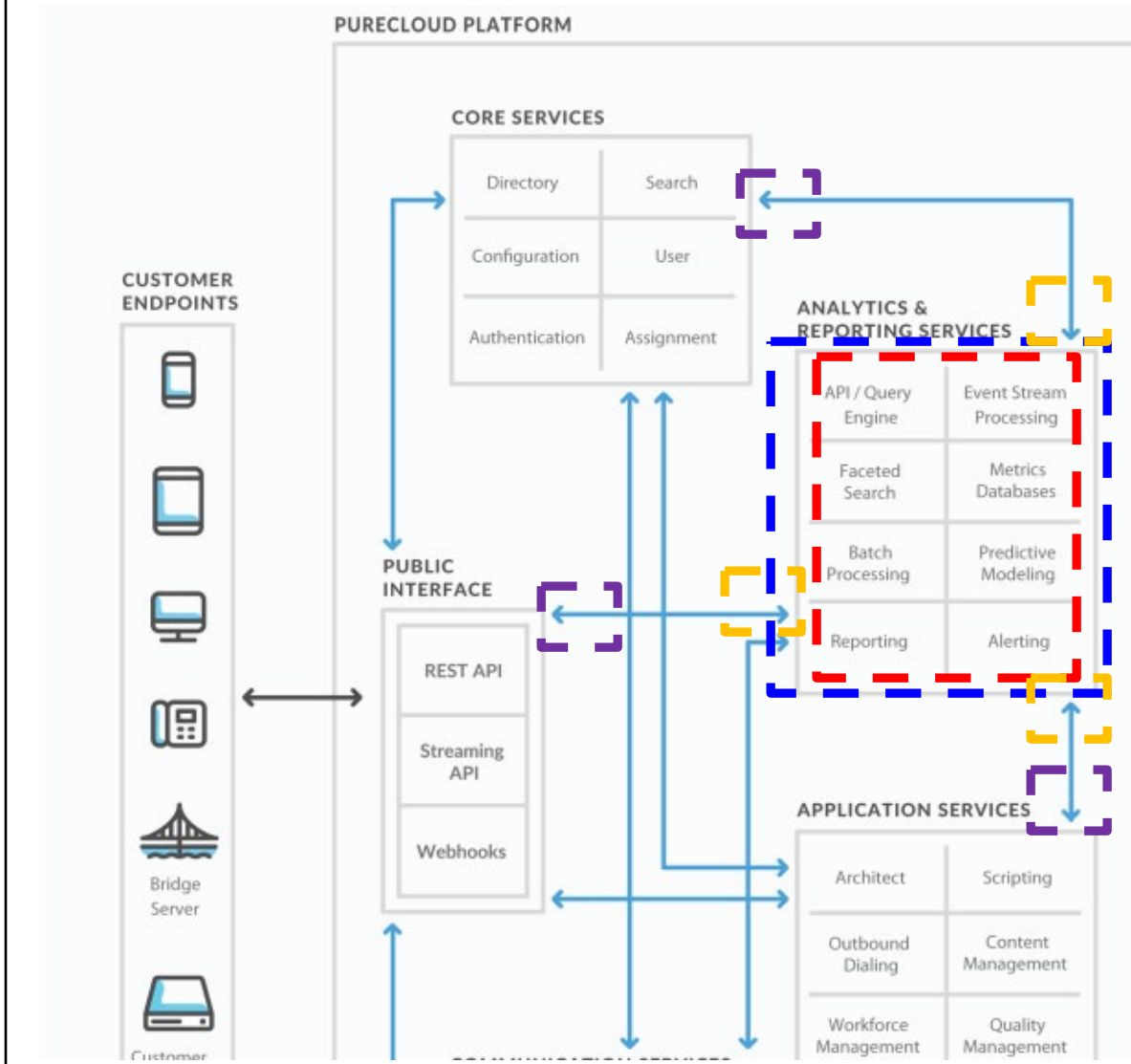


<https://help.mypurecloud.com/articles/microservice/>

*Preliminary Claim Chart Showing Infringement of Claim 1 of the U.S. Patent No. 6,684,220 by Lenovo*

## Claim 1

the model  
comprising a  
plurality of  
objects,  
each of the  
plurality of  
objects  
comprising  
an input  
variable and  
an output  
variable; and



<https://help.mypurecloud.com/articles/microservice/>

## Claim 1

a loading engine  
residing in a  
memory and  
executable by the  
processor,

<https://help.mypurecloud.com/articles/edge-operational-states/>

<a href="#">Edit</a>	<a href="#">Update Version</a>	<a href="#">+ Provision New Edge</a>	<a href="#">↑ Put In-Service</a>	<a href="#">↓ Take Out-of-Service</a>	<a href="#">Refresh</a>
<input type="checkbox"/> Edge Name	State	Edge Group	Site	Software Version	
<input type="checkbox"/> virtual-edge-i-026	In-Service	PureCloud Voice - AWS	PureCloud Voice - AWS	1.0.0.8660	
<input type="checkbox"/> virtual-edge-i-073	Out-of-Service	PureCloud Voice - AWS	PureCloud Voice - AWS	1.0.0.8662	
<input type="checkbox"/> virtual-edge-i-091	In-Service	PureCloud Voice - AWS	PureCloud Voice - AWS	1.0.0.8662	

You can also check an Edge's State value on the Information panel that appears on the General tab of the Edit Edge page.

Cloud Connectivity

Edge State

Out-of-Service

↑ Put Edge In-Service

Managed By

Provider Only

External Trunks

Operational

Phone Trunks

Operational

Software

1.0.0.8662

Unpair Edge

Metrics

Inbound Calls

0

Outbound Calls

0

CPU Usage

1 %

Memory Usage

21.5 %

Storage Usage

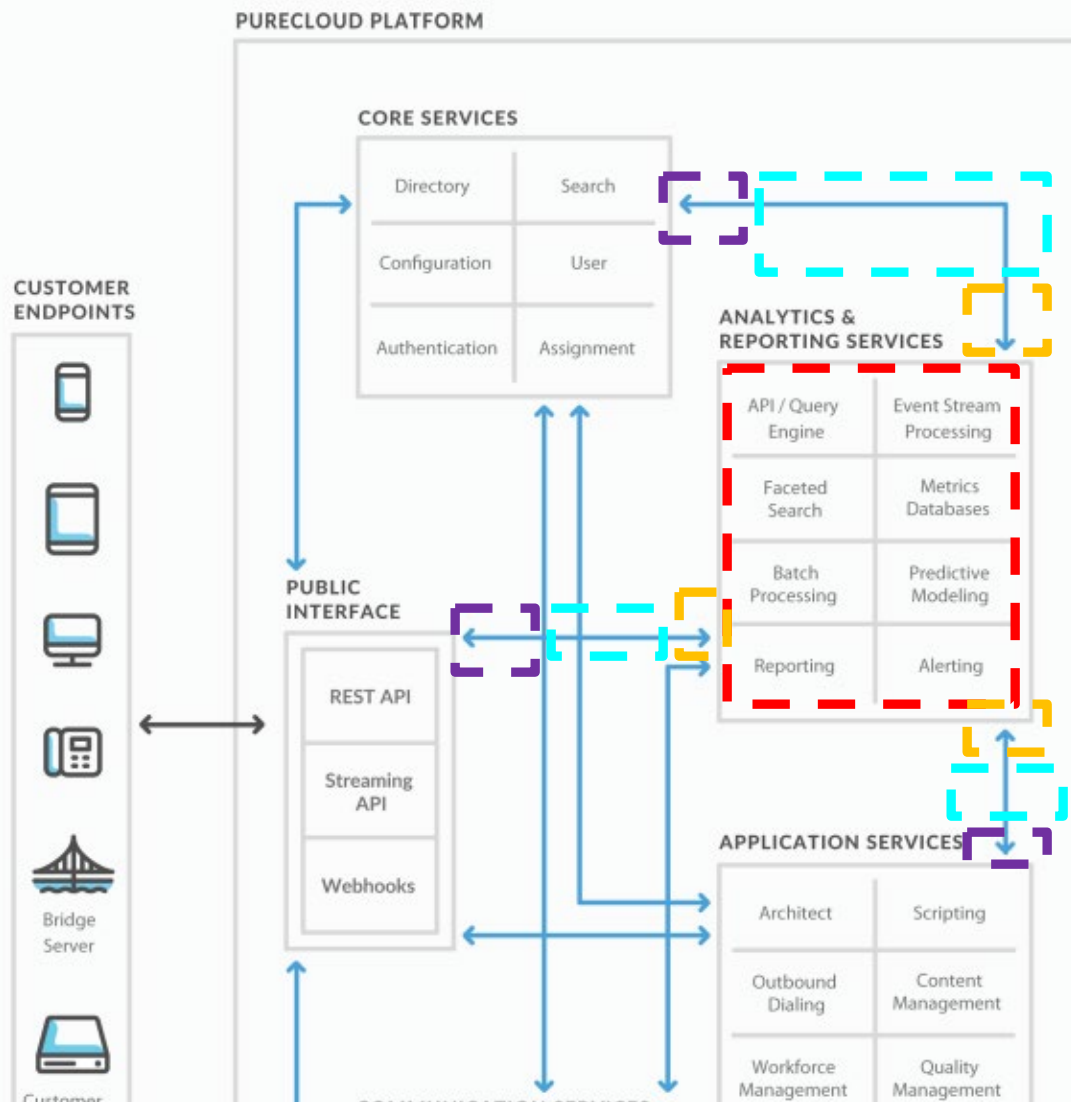
8.1 %

{e.g. clicking on “Put Edge In-Service” starts the loading engine. In addition, other processes besides Edge will have a loading engine.}



## Claim 1

the loading engine operable to automatically create object links between corresponding input variables and output variables of each of the plurality of objects.



<https://help.mypurecloud.com/articles/microservice/>

{e.g. loading engine will  
create object links shown}